RICOH UNIVERSITY
Learning ◆ Knowledge ◆ Performance

To: All Authorized Business Partners **Date:** May 26, 2009

Subject: Technical Training Announcement

New Product: D069 Series Black & White MFP

Training Format: Auto-Certification and Self-Pace

Product Code	Lanier	Ricoh	Savin
D067	Latin America ONLY		
D068	LD117F	Aficio MP171F	917F
D069	LD117SPF	Aficio MP171SPF	917SPF
D072	LD117	Aficio MP171	917

The Ricoh Family Group is pleased to announce the release of the D069 series Black & White MFP.

The D069 series of MFP's are designed to offer every feature that is required in the general, small to mid-sized office, and also provide many of the same "value add" features as our A3 product line-up such as Locked Print and the ability to create customizations using a Java platform.
This small product fits many customers' office environments by offering copy, print, scan and fax functionalities. It also meets the needs of customers who would like to have the same level of solution capability as higher segment products in our line-up.

Training Prerequisites:

Product Code	Lanier	Ricoh	Savin
B262	Latin America ONLY		
B284	LD016F	Aficio MP 161F	816f
B288	LD016SPF	Aficio MP161SPF	816mf
B292	LD016	Aficio MP161	816

Due to the many servicing similarities between the B284/B288/B292 and the D069 Series, service professionals currently certified on the B284/B288/B292 will be automatically certified on the D069 Series upon receipt and review of the *D069 Series Service Documentation Update Package*. It is *strongly* recommended that all the information provided in the D069 Series Update Package be *thoroughly* reviewed by the service professional *prior* to performing any service. It is also *strongly recommended* that the Service Professional reviews this material while they have *access to a D069 Series* MFP, preferably with all options. A minimum of 5 hours should be scheduled to properly review this new material.

RFG-eSource users may obtain the components of the *D069 Series Service Documentation Update Package* by performing a search using the following Content ID numbers.

Description	Content ID
D069 Series Service Manual	rfg037787
D069 Series Point-to-Point	rfg037788
D069 Series Parts Catalog	rfg037789
D069 Series Operator Guide(s)	rfg037791

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A hardcopy update package can also be obtained from your Regional Order Entry Department using the following information.

Description	EDP Code
D069 Series Service Documentation Update Package	004354MIU

Service Professionals who are *not* currently eligible for auto-certification may order the D069 Series self-pace CBT training program. In addition, this and other self-pace courses may be completed in Facilitated Self Pace format at any Ricoh University Region Training Center.

D069 Self Pace Training replaces the B284/B288/B292 Training course. Business partners who have already purchased B284/B288/B292 Training Packages will have until September 1, 2009 to take the B284/B288/B292 test. At that time the B284/B288/B292 test will no longer be accepted.

The self-pace program is available in two versions—Self-Pace CD-ROM and via **Ricoh University Custom eLearning**. The CD-ROM version must be ordered from your Regional Order Entry Department (see ordering info below). **The eLearning course has been automatically added at no additional charge to the MFP** and **Full Line Custom eLearning contracts, available by dealer contract.***

Description	EDP Code
D069 Series Self-Pace Training Package	**004355MIU**

Upcoming Schedule for Facilitated Self Pace Training

DATE	LOCATION
6/8/09 – 6/12/09	San Ramon, CA
6/15/09 – 6/19/09	Duluth, GA
6/15/09 – 6/19/09	Tustin, CA
6/22/09 – 6/26/09	Maitland, FL
6/22/09 – 6/26/09	Dallas, TX
6/29/09 – 7/2/09	Chicago, Il

If you have any questions regarding this or any other training, please visit the Ricoh University web site at www.ricohuniversity.com or contact Ricoh University at (973) 882-2200.

* Determined by the product lines your company is authorized to sell and service.